



Whether you are on campus or away,
your health matters to us.

Introducing Telehealth

Convenient care, when you need it

Telehealth, previously known as telemedicine, is the mode of delivering health care services via information and communication technologies to facilitate the diagnosis, consultation, treatment, education, care management, and self-management of a patient's health care.

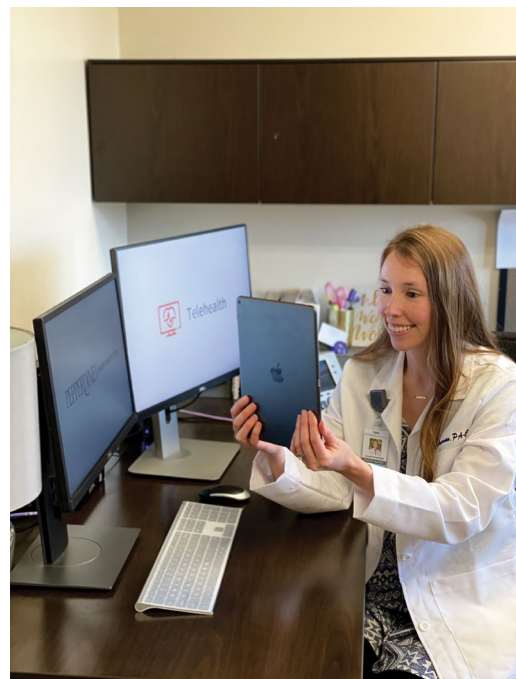
The Student Health Center offers telehealth for preventive care and health condition management, not just for one-time health care needs. It's available to all students, even if they are not enrolled in the Student Health Insurance Plan (SHIP). Students can expect to receive the same high-quality care they would get in person. Telehealth does not accommodate all types of health appointments, especially major medical concerns. After a video appointment, the provider may determine an in-person visit is required at the Student Health Center (if local) or at a nearby facility.

Student Health Center providers follow the laws and regulations of the Medical Board of California. **Therefore, both the provider and patient must physically be in the state of California to engage in telehealth.**

Connected System

Students utilizing telehealth services can expect to meet with the same providers they would see in the health center. Our medical team has access to students' electronic medical records, allowing for seamless continuation of care.

To schedule a telehealth appointment, call the Student Health Center at 310.506.4316, option 3, during business hours.



Your privacy matters

The SHC offers telehealth through secure, **HIPAA-compliant** video conferencing and telephone sessions.

Zoom for Healthcare has several advanced security features compared to the version of Zoom students use for classes:

- Advanced Encryption Standard (AES) encryption using 256-bit keys
- Zoom never has access to Private Health Information (PHI)
- Clinical sessions are never recorded to the cloud but may be recorded to the local desktop for consultation and review

Frequently Asked Questions

What do "telehealth" and "telemedicine" mean?

Telehealth and telemedicine both describe a way to deliver and receive health care using telecommunications technology.

What equipment do I need to do a telehealth visit?

At a minimum, most patients will need a computer or mobile device with an integrated camera and microphone. If your device doesn't have a built-in microphone or webcam, you will need to get those. You also need a decent internet connection that allows you to stream video.

Will telehealth work with WiFi?

Telehealth will work with WiFi as long as your wireless connection is strong enough. Your internet speeds should be at least 15 Mbps for uploads and 5 Mbps for downloads. Check your internet speed before scheduling a video appointment.

What health conditions can I get treated for via telehealth?

Telehealth does not accommodate all types of health appointments, especially major medical concerns. After a video appointment, the provider may determine an in-person visit is required at the Student Health Center (if local) or at a nearby facility. Telehealth is currently being used to treat health conditions across many different specialties, including rashes, flu, sinus infections, UTI, migraines, acne, post-op check-ins, lab result reviews, prescription refills, and much more. Call the Student Health Center at 310.506.4316, option 3, so our office can identify if we provide treatment for your health concern via telehealth.

How can the provider diagnose me without actually doing a physical exam?

A provider does not need to do a physical exam to diagnose and treat many conditions. Knowing your medical history is considered "90% of the evaluation" when combined with the provider-patient interaction. How you are feeling can be just as important to the provider as the results of a physical exam. Plus, being able to see you gives your provider the additional visual information needed to make a diagnosis.

How do I schedule an appointment?

Call the Student Health Center at 310.506.4316, option 3, during business hours.

When can I do virtual appointments with my provider?

Telehealth appointments are available Monday-Friday, 10 AM-5 PM, depending on provider availability.

Will I be seeing my own medical provider or a provider I don't know?

If you are an established patient, you can schedule an appointment with your typical provider. If you select this option, there may be a longer wait time depending on appointment availability. Otherwise, you can schedule a video appointment with the on-call medical provider for the day.

Can I get a prescription filled from the visit?

Yes. As long as your diagnosis does not require further in-person examination, your provider can electronically prescribe your medication and send it directly to the nearest pharmacy of your choice.

Additional questions may be directed to the Student Health Center at 310.506.4316, option 3.